



# MISSION SUPPORT SPECIALIST


## CUSTOMS AND BORDER PROTECTION

2 vacancies in the following locations:

-  Newark, NJ
-  Houston, TX

Work Schedule is Full Time - Permanent

Opened Wednesday 9/16/2015  
(426 day(s) ago)

 Closed Thursday 9/24/2015  
(418 day(s) ago)

### Salary Range

\$58,562.00 to \$76,131.00 / Per Year

### Series & Grade

GS-0301-11/11

### Promotion Potential

11

### Supervisory Status

No

### Who May Apply

Current U.S. Customs and Border Protection employees with competitive status.

### Control Number

415498000

### Job Announcement Number

MHCMP-1504158-LF

## Job Summary

### *Customs & Border Protection (CBP): Securing America's Borders*

Do you desire to protect American interests and secure our Nation while building a meaningful and rewarding career? If so, the Department of Homeland Security (DHS) is calling. DHS components work collectively to prevent terrorism, secure borders, enforce and administer immigration laws, safeguard cyberspace and ensure resiliency to disasters. The vitality and magnitude of this mission is achieved by a diverse workforce spanning hundreds of occupations. Make an impact; join DHS.

Discover a challenging and rewarding career in CBP, the sole organization responsible for securing the nation's borders. At U.S. Customs and Border Protection, we:

- Screen passengers, vehicles, and shipments entering our country
- Seize illegal narcotics, vehicles, and agricultural products
- Prevent unauthorized entry into the country
- Rescue individuals who fall into dangerous conditions traversing our border

For more information about CBP's mission, activities, and careers, please see <http://www.cbp.gov>.

This position will allow you to use your expertise in administration to provide advisory and technical services to CBP management. This position starts at a salary of \$58,562 (GS-11 Step 1). Apply for this exciting opportunity to strengthen the Department's ability to protect the homeland by analyzing and refining existing work methods and developing new methods and procedures.

**Who May Apply:** Current U.S. Customs and Border Protection employees with competitive status.

- For definitions of terms found in this announcement, please see [http://www.dhs.gov/xabout/careers/gc\\_1303762131481.shtm](http://www.dhs.gov/xabout/careers/gc_1303762131481.shtm).

**Organizational Location:** This position is located within U.S. Customs and Border Protection, Office of Field Operations, Office of Cargo and Conveyance Security, Customs-Trade Partnership Against Terrorism, in Houston, TX and Newark, NJ.

**Salary:** Salary listed reflects the rest of U.S. scale and, if applicable, will be adjusted to meet the locality pay or cost of living expenses of the duty location upon selection. <http://www.opm.gov/policy-data-oversight/pay-leave/salaries-wages/>

One or more selections may be made using this job opportunity announcement. Further selections may also be made for additional organizational divisions and/or units within the duty location(s) listed above.

## Duties

In this Mission Support Specialist position, you will strengthen the Department's ability to protect the homeland by becoming a valuable member of a team of administrative professionals. Typical work assignments include:

- Applying a wide range of administrative programs concepts, laws, policies, practices and analytical methods to address technical issues or problems
- Providing advisory and technical services on organizational functions and work practices
- Developing new or modified administrative program work methods and procedures for delivering effective customer service
- Developing and delivering briefings, project papers, reports, and correspondence to foster understanding and acceptance of findings and recommendations

## Travel Required

- Occasional Travel
- You may be required to travel.

## Relocation Authorized

- No

## Key Requirements

- You must be a U.S. Citizen to apply for this position
- You may be required to pass a background investigation
- Males born after 12/31/1959 must be registered with Selective Service
- You may be required to pass initial and random drug testing

## Qualifications

**GS-11:** You qualify at the GS-11 level if you possess one year of specialized experience that included coordinating and monitoring administrative projects such as budget, personnel, travel, space, logistics, etc., problem solving, analyzing data to identify trends and develop estimates and studies, preparing narrative and data reports, and representing the office in dealings with vendors and personnel from administrative support organizations.

### Substitution of Education for Experience:

**GS-11:** A Ph.D. or an equivalent doctoral degree, three full years of progressively higher-level graduate education leading to such a degree or an LL.M. degree may substitute for experience required at this level. Check with your school to determine how many credit hours comprise three years of graduate study. If that information is not available, use 54 semester or 81 quarter hours.

### Combining Experience and Education:

To combine your education and experience, convert each to a percentage and then add the percentages. If your education is currently described in quarter hours, multiply by the fraction 2/3 to convert into semester hours then divide the semester hours by 18. To determine your percentage of qualifying experience, divide your total months of experience by the required number of months of experience. Add your percentages together. The total must equal at least 100% in order to qualify. Experience refers to paid and unpaid experience, including volunteer work done through National Service programs (e.g., Peace Corps, AmeriCorps) and other organizations (e.g., professional; philanthropic; religious; spiritual; community, student, social). Volunteer work helps build critical competencies, knowledge, and skills and can provide valuable training and experience that translates directly to paid employment. You will receive credit for all qualifying experience, including volunteer experience.

You must:

- Meet all qualification requirements, subject to verification at any stage of the application process; and
- Meet all applicable Time in Grade requirements (current Federal employees must have served 52 weeks at the next lower grade or equivalent grade band in the Federal service) by Thursday, September 24, 2015.

## Security Clearance

Public Trust - Background Investigation

## What To Expect Next

Once the job opportunity announcement has closed, we will assess your experience and training, identify the best qualified applicants, and refer those applications to the hiring manager for further consideration and interviews. You will be notified by email after each of these steps has been completed. Stay informed of changes to your application status by signing up for automatic email alerts at: <https://my.usajobs.gov/Account/NotificationSettings.aspx>. If you are referred, you will receive a final notification of the disposition of the announcement. We expect to make a tentative job offer within 60 days after the close of the announcement. If you are selected, we may conduct a suitability/security background investigation.

## BENEFITS

DHS offers competitive starting salaries and an attractive benefits package, including: health, vision, dental, life and long-term care insurance, Thrift Savings Plan (similar to a 401(k)), Flexible Spending Account, retirement plan, Employee Assistance Program, personal leave days and paid federal holidays. Other benefits may include: flexible work schedules, telework, tuition reimbursement, transportation subsidies, uniform allowance, health and wellness programs, and fitness centers. DHS is committed to employee development and offers a variety of employee training and development opportunities. For more information, please go to [www.dhs.gov/careers](http://www.dhs.gov/careers) and select "Benefits".

Relocation expenses **will not** be paid. To compare cost of living data, calculate mortgage scenarios, or gather information on communities and school districts, please visit the website:

<http://www.relocationessentials.com/aff/lifecare/tools/salary/col.aspx>.

## Other Information

**Background Investigation:** Customs and Border Protection (CBP) is a federal law enforcement agency that requires all applicants to undergo a thorough background investigation prior to employment in order to promote the agency's core values of vigilance, service to country and integrity. During the screening and/or background investigation process, you will be asked questions regarding any felony criminal convictions or current felony charges, the use of illegal drugs (i.e., marijuana, cocaine, heroin, LSD, methamphetamines, ecstasy) and the use of non-prescribed controlled substances including any experimentation, possession, sale, receipt, manufacture, cultivation, production, transfer, shipping, trafficking, or distribution of controlled substances. For more information, please see:

[http://www.cbp.gov/xp/cgov/careers/apply/mandatory\\_back\\_invest.xml](http://www.cbp.gov/xp/cgov/careers/apply/mandatory_back_invest.xml).

**Probationary Period:** Current and former federal employees may be required to serve or complete a probationary period.

This position is covered under the bargaining unit.

CBP uses E-Verify, an internet-based system, to confirm the eligibility of all newly hired employees to work in the United States. Learn more about E-Verify here, <http://www.uscis.gov/e-verify>, including your rights and responsibilities.

Every individual receives a fair opportunity throughout the Federal recruitment and hiring process. To learn more, click on the link [https://hru.gov/Studio\\_Recruitment/tools/Mythbuster\\_on\\_Federal\\_Hiring\\_Policies.pdf](https://hru.gov/Studio_Recruitment/tools/Mythbuster_on_Federal_Hiring_Policies.pdf)

Follow U.S. Customs and Border Protection on Twitter [@CustomsBorder](https://twitter.com/CustomsBorder)

Please view the video "Protecting America 24/7" to learn more about CBP's Office of Field Operations:

[http://cbpapps.cbp.dhs.gov/fo/2011/protecting\\_america/pro\\_america.wmv](http://cbpapps.cbp.dhs.gov/fo/2011/protecting_america/pro_america.wmv)

To begin your online application, click "**Apply Online**" to create a USAJOBS account and follow the prompts or log in to your existing account. Your application packet must include a completed assessment questionnaire, a resume, and any

applicable and/or required supporting documentation. Please see the "Required Documents" section below for additional information. All application materials, including transcripts, must be in English.

We strongly encourage you to apply online. If you cannot apply online, you may fax your resume, assessment questionnaire, and supporting documents to **(478) 757-3144**. You must print a copy of and document your responses to the assessment questionnaire [View Occupational Questionnaire](#) using OPM Form 1203-FX [http://www.opm.gov/Forms/pdf\\_fill/OPM1203fx.pdf](http://www.opm.gov/Forms/pdf_fill/OPM1203fx.pdf), and the official fax cover sheet: <http://staffing.opm.gov/pdf/usascover.pdf>. Please include job opportunity announcement ID 1504158 and provide your SSN, name, and address using the exact name you used when you filled out the questionnaire. If you have uploaded documents into your application, you do not need to fax those same documents.

**Applications and supporting documentation will not be accepted by mail or email.** The address below is for inquiries only. You may apply more than once, but the most recent application is the only one that will be used. **You must submit your resume, your online questionnaire, and any supporting documents by 11:59 PM Eastern Time on Thursday, September 24, 2015.**

## How You Will Be Evaluated

We will review your resume and supporting documentation to ensure you meet the basic qualification requirements. If you meet the minimum qualifications, your experience, education and training will be rated using an online self-assessment questionnaire that is based on the competencies or knowledge, skills, and abilities listed below. You will receive a score ranging from 70-100 based on your responses. Your entire application package will then be reviewed. The final determination will be based on all the information provided in your application package.

If you are best qualified, you may be referred to the hiring manager for consideration and may be called for an interview. To preview the job questionnaire, see [View Occupational Questionnaire](#).

### **Knowledge, Skills, Abilities and Other Characteristics (KSAOs):**

Candidates who meet the minimum qualification requirements are required to possess certain Knowledge, Skills, Abilities, or Other Characteristics (KSAOs) to successfully perform the functions of this position. Candidates will be asked to demonstrate their attainment of these KSAOs in their resume. The KSAOs are:

- Knowledge of administrative programs, policies, practices, and methods
- Ability to evaluate many kinds of information and formulate techniques and methods to address technical issues and problems
- Ability to communicate orally and in writing

**Agency Career Transition Assistance Program (CTAP) eligibility:** If you have never worked for the federal government, you are not CTAP eligible. Information about CTAP eligibility is on the OPM's Career Transition Resources website at: [http://www.opm.gov/Reduction\\_In\\_Force/employee\\_resources/ctap/Employee-Guideline\\_CTAP.asp#3a](http://www.opm.gov/Reduction_In_Force/employee_resources/ctap/Employee-Guideline_CTAP.asp#3a). To be considered well qualified under CTAP, you must be rated at a minimum score of 85 for this position. In addition, you must submit the supporting documents listed in the "Required Documents" section of this announcement.

- **Your resume:** A resume describing your job-related qualifications is required and will be used for the purpose of reviewing your qualifications and determining what training, if any, would be required when placed. Your resume must be in English and must include your job titles and a detailed description of your duties and the dates you performed them (MM/DD/YY), as well as your hours per week for each position listed. Your resume should also contain your full name, address, phone number, email address, and salary. NOTE: Resumes stored on USAJOBS will not automatically carry over to this announcement. You must upload or fax your resume and any other applicable supporting documentation.
- **Your responses to the job questionnaire** [View Occupational Questionnaire](#)
- **Are you qualifying based on education?** Submit a copy of your college transcript (unofficial is acceptable at this time; however, official copies will be required prior to entrance on duty) or a list of coursework with hours completed. Education must be from an institution accredited by an agency recognized by the U.S. Department of Education. Education obtained from a foreign university or college is not creditable unless it has been evaluated by an

organization that specializes in interpretation of education credentials. For a listing of accrediting agencies, please see <http://www.naces.org/members.htm>.

- **Are you claiming special priority selection rights under the Agency Career Transition Assistance Program (CTAP)?** You must submit a separation notice; your most recent SF-50B (noting your current position, grade level and duty location); a current (or last) performance rating of record of at least fully successful or equivalent; an agency certification that you cannot be placed after injury compensation has been terminated; an OPM notification that your disability annuity has been terminated; or a Military Department of National Guard Bureau notification that you are retired under 5 U.S.C. 8337 (h) or 8456.
- **Veterans preference points are not applicable to Merit Promotion announcements.**
- You may be asked to provide a copy of your recent performance appraisal and/or incentive awards. Consideration will be given to performance appraisals and incentive awards as an indication of quality prior experience, no points will be assigned.

**It is your responsibility to verify that any information entered, uploaded, or faxed is received and is accurate.** Human Resources will not modify or change any part of your application. If a document is not legible, you will not be able to view it in your application and you must again upload or fax it by the closing date.




# Department Of Homeland Security

## Customs and Border Protection

### Contact

CBP HIRING OFO STAFFING

Phone: (952)857-2932 

Email: [CBPHIRING-OFOSTAFFING@CBP.DHS.GOV](mailto:CBPHIRING-OFOSTAFFING@CBP.DHS.GOV)

### Address

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